



# New Medi-Cal Rules

## For People with Disabilities and Seniors

# In Santa Clara County

Most people with disabilities and seniors must enroll in a Medi-Cal Health Plan.  
You must enroll by the end of your birthday month,  
between June 2011- May 2012.

This information can help you decide  
which Medi-Cal Health Plan is best for you.

If you are already in a Plan, you do not have to do anything.

If you live in Santa Clara County, you must choose  
Anthem Blue Cross or Santa Clara Family Health Plan.

These are Medi-Cal Health Plans.  
You will still have Medi-Cal in both of these Plans.

To learn about these Plans, call

**Anthem Blue Cross: 1-800-227-3238**

**Santa Clara Family Health Plan: 1-800-260-2055**

To enroll in either Plan, call

**Health Care Options: 1-800-430-4263**

If you do not enroll in Anthem Blue Cross or Santa Clara Family Health Plan  
by the end of your birthday month, we will enroll you in one of them.

Please look inside for details and phone numbers.



# Choosing a Medi-Cal Health Plan in Santa Clara County:

- **Use the chart** below to compare Medi-Cal Health Plans.
- **Choose the Plan** that includes the doctors that are most important to you.
  - Ask your doctors which Plans they take. Or call the Plan and ask.
  - If a doctor you use is not in the Plan, you may still be able to see him or her. Ask your doctor.
  - If you get care through a special program (like CCS, GHPP, or Waiver), your care for those conditions will not change. But, you will get other care through a Medi-Cal Health Plan.
- **To enroll in a Plan**, call **Health Care Options** at **1-800-430-4263** and enroll on the phone. *Or* use the enrollment form that came in this envelope.
- 15 - 45 days after you enroll, your new Plan will send you a membership card. While you are waiting for it, keep using the doctors and hospitals you use now.

	Medi-Cal Health Plans	
	Anthem Blue Cross 1-800-227-3238 www.anthem.com/ca	Santa Clara Family Health Plan 1-800-260-2055 www.scfhp.com
<b>Basic Services</b>		
Basic Medi-Cal Benefits	Same	Same
24-Hour Advice Nurse	Yes	Call your doctor or clinic.
Interpreter Services	Yes	Yes
To Get a List of Preferred Drugs	1-800-700-2541	1-800-260-2055
<b>Costs to You</b>		
Cost for Doctor Visits	\$0	\$0
Cost for Drugs	\$0	\$0

Kaiser Medi-Cal Health Plan is available to a limited number of people with Medi-Cal. To be eligible, you must have had coverage through Kaiser in the past 6 months, must have it currently, or you must have an immediate family member currently enrolled in Kaiser. To get Kaiser, you must first enroll in Santa Clara Family Health Plan.

**Hospitals you can go to for medical care are listed below.**

You will usually go to the hospitals that your doctor works with.  
For hospitals where you can go for mental health care, call 1-408-885-5673.

Anthem Blue Cross	Santa Clara Family Health Plan
<ul style="list-style-type: none"><li>• El Camino Hospital</li><li>• Lucile S. Packard Children's Hospital at Stanford</li><li>• O'Connor Hospital</li><li>• Saint Louise Regional Hospital</li><li>• Santa Clara Valley Medical Center</li><li>• Stanford Medical Center</li></ul>	<ul style="list-style-type: none"><li>• El Camino Hospital</li><li>• Good Samaritan Hospital</li><li>• Lucile S. Packard Children's Hospital at Stanford</li><li>• O'Connor Hospital</li><li>• Saint Louise Regional Hospital</li><li>• Santa Clara Valley Medical Center</li><li>• Stanford Medical Center</li></ul>

## Useful Phone Numbers

<b>Denti-Cal</b> Information about dental care that is covered by Medi-Cal for people under age 21	1-800-322-6384
--	----------------

<b>Santa Clara County Department of Aging and Adult Services</b> Information and referrals to many services for people with disabilities and seniors	1-408-975-4848
--	----------------

<b>Santa Clara County Department of Mental Health Services</b> Information about mental health services	1-408-885-5673
--	----------------

<b>Alcohol and Drug Programs</b> Help with alcohol and drug problems	1-800-488-9919
---	----------------

## If You Have a Problem with Medi-Cal, your Plan, or Getting Care

<b>Help Center</b> Help if your Medi-Cal Health Plan denies the services you need	1-888-466-2219
--	----------------

<b>Medi-Cal Managed Care Ombudsman</b> Help if you have a problem you cannot solve with your Plan	1-888-452-8609
--	----------------

<b>Medi-Cal State Hearing</b> File an appeal if your Plan denies the services you need	1-800-952-5253
---	----------------

<b>Anthem Blue Cross</b> Help if you have a problem with Anthem Blue Cross	1-800-227-3238
---	----------------

<b>Santa Clara Family Health Plan</b> Help if you have a problem with Santa Clara Family Health Plan	1-800-260-2055
---	----------------